



IOT Service Operations  
SLA Compliance  
Enterprise Level Agreements  
For June 2008

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	90%	
Call Abandonment Rate	Less then 5% Abandoned	4%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	99%	
Email Response Rate	98% Response within 1 business hour	100%	
User Sampling Survey	95% Of Satisfied Customers	96%	
Resolution Of Incidents On Time	90% Calls Resolved On Time ( By Grouping )	97%	

Account Management	8 Business Hours	99.5%	
Applications	16 Business Hours	91.7%	
Data Management	32 Business Hours	98.6%	
Database	32 Business Hours	100%	
Hardware	40 Business Hours	95%	
Operating System	24 Business Hours	95.1%	
Telecomm	12 Business Hours	99.6%	

Excluding GMIS & SIRS

Network Availability

CAN Availability ( Campus Area )	99.9% Availability	100%	
Dial-Up Availability	99.9% Availability	100%	
Switch Availability	99.9% Availability	100%	
VPN Availability	99.9% Availability	100%	
WAN Availability ( Remote Sites )	98.9% Availability	99.6%	

Server and Storage Administration

Overall Average Windows Server Availability				99.8%	
Citrix Server Availability	99.9% Availability	99.5%			
E-Mail Server Availability	99.9% Availability	100%			
Shared File Server Availability	99.9% Availability	99.8%			
SQL Server Availability	99.9% Availability	99.7%			
Web/App Server Availability	99.9% Availability	99.9%			
Overall Average Mainframe Availability				99.9%	
IBM Mainframe Availability	99.9% Availability	99.9%			
IMS Region Availability	99.9% Availability	100%			
DB2 Connect Availability	99.9% Availability	99.9%			

- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

Run Date 7/7/2008



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Current Performance

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours ( 98% )	100%	
New Network Account Requests	Creation Within 2 Business Days ( 99% )	100%	
Privilege/Rights Change Requests	Change Within 8 Business Hours ( 97% )	97.6%	

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Run Date 7/7/2008